

W. 01431A-09-0360



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

**Investigator:** Richard Martinez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

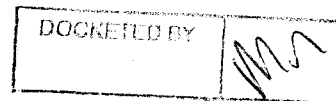
Arizona Corporation Commission

DOCKETED

**Opinion No. 2009 80529**

**Date:** 7/21/2009

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable



**Complaint By:** **First:** Ernesto **Last:** Moreno

**Account Name:** Ernesto Moreno

**Street:**

**City:** Nogales

**State:** AZ **Zip:** 85621

**Home:**

**Work:**

**CBR:**

**is:**

RECEIVED  
2009 JUL 24 P 3:12  
AZ CORP COMMISSION  
DOCKET CONTROL

**Utility Company:** Valle Verde Water Company

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

(Docket No. W-01431A-09-0360)

Customer just received notice that Valle Verde Water Company will be coming before the Arizona Corporation Commission to ask for a rate increase. Customer is not all happy as he claims that this water company has been mis-managed and that everyone in this town is very low on income as any rate increase at this time will hurt the residents of Nogales.

\*End of Complaint\*

**Utilities' Response:**

na

\*End of Response\*

**Investigator's Comments and Disposition:**

I told customer that I would enter her Opinion for the record and will have her Opinion docketed so that the Commissioners would have an opportunity to read her concerns prior to rendering their decision.  
FILE CLOSED.

\*\*\*\*\*

I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards Valle Verde Water Company - Docket No. W-01431A-09-0360

\*End of Comments\*

**Date Completed:** 7/23/2009

**Opinion No. 2009 - 80529**

W. 01431A-09-0360

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Richard Martinez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2009 80597**

**Date:** 7/24/2009

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:** Joe L.

**Dupuy**

**Account Name:** Joe L. Dupuy

**Home:**

**Street:**

**Work:**

**City:** Nogales

**CBR:**

**State:** AZ Zip: 85621

**is:**

**Utility Company:** Valle Verde Water Company

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

Customer is upset as she said they recently had an increase and this is not right. An increase was added not too long ago on their bill (SC-2) and customer said this about double the monthly amount she pays.

Customer is also concerned as there is no fire protection available (fire hydrants) as the lines are very thin leading to their homes.

Customer said the entire community will suffer as many are on fixed incomes and can't afford to pay their bills now as it is.

Customer is against this huge rate proposal being submitted by Valle Verde Water Company.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I thanked customer for calling and told customer that their opinion would be entered into our database for the record. Also, their opinion will be docketed so that the Commissioners will have an opportunity to read their Opinion prior to rendering their decision. FILE CLOSED.

\*\*\*\*\*

I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards Valle Verde Water Company - Docket No. W-01431A-09-0360.

\*End of Comments\*

**Date Completed:** 7/24/2009

**Opinion No.** 2009 - 80597

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Richard Martinez**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2009 80599**Date:** 7/24/2009**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable**First:****Last:****Complaint By:** Patricia**Bell****Account Name:** Patricia Bell**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** Nogales**CBR:****State:** AZ Zip [REDACTED]**is:****Utility Company:** Valle Verde Water Company**Division:** Water**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

Customer is upset as she said they recently had an increase and this is not right. An increase was added not too long ago on their bill (SC-2) and customer said this about double the monthly amount she pays. Customer is also concerned as there is no fire protection available (fire hydrants) as the lines are very thin leading to their homes.

Customer said the entire community will suffer as many are on fixed incomes and can't afford to pay their bills now as it is.

Customer is against this huge rate proposal being submitted by Valle Verde Water Company.

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

I thanked customer for calling and told customer that their opinion would be entered into our database for the record. Also, their opinion will be docketed so that the Commissioners will have an opportunity to read their Opinion prior to rendering their decision. FILE CLOSED.

\*\*\*\*\*

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Valle Verde Water Company - Docket No. W-01431A-09-0360.

\*End of Comments\*

**Date Completed:** 7/24/2009**Opinion No.** 2009 - 80599

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Richard Martinez**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2009 80595**Date:** 7/24/2009**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable**First:****Last:****Complaint By:** Robert & Yolanda

Quihuis

**Account Name:** Robert & Yolanda Quihuis**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** Nogales**CBR:****State:** AZ**Zip:** [REDACTED]**is:****Utility Company:** Valle Verde Water Company**Division:** Water**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

(Docket No. W-01431A-09-0360)

Customer is upset that Valle Verde Water Company is not asking for another rate increase. Only less than two years ago the Valle Verde Water Company members were asked to pay for a SC-2 monthly charge of \$33.34 in order to have this system upgraded. The customers did not mind as they realized that in order for this company to continue that upgrades were needed.

Now, Valle Verde Water Company is asking for 150% rate which is too high an increase. Customer is totally against this proposed rate increase not only for the residents but also for the businesses (such as the big produce companies who use six inch lines where their monthly rates will also increase dramatically.

\*End of Complaint\*

**Utilities' Response:**

na

\*End of Response\*

**Investigator's Comments and Disposition:**

I thanked customer for calling and told customer that their opinion would be entered into our database for the record. Also, their opinion will be docketed so that the Commissioners will have an opportunity to read their Opinion prior to rendering their decision. FILE CLOSED.

\*\*\*\*\*

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Valle Verde Water Company - Docket No. W-01431A-09-0360.

\*End of Comments\*

**Date Completed:** 7/24/2009**Opinion No.** 2009 - 80595

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Jenny Gomez**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2009 80587**Date:** 7/23/2009**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable**Complaint By:** **First:** Mercy **Last:** Hughes**Account Name:** Mercy Hughes**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** Nogales**CBR:****State:** AZ**Zip:** [REDACTED]**is:****Utility Company:** Valle Verde Water Company**Division:** Water**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

\*\*\*\*\*DOCKET NO. W-01431A-09-0360\*\*\*\*\*

Customer of Valle Verde Water Company called to oppose rate increase. She is not happy the way the water company is being managed. Last year she received an increase by a service charge #2 on her bill. This charge is equal to her water payment. She was never notified or asked if she opposed it. When she called the company she was told that an article was posted on the Nogales new paper. She stated that not everyone reads the paper. She stated that meters and main lines are in residences yards. Every winter the water lines break. Every week they have outages, and there is no water pressure. Customer understood that the service charge #2 would be used to replace pump and fix water lines and clean the water. To this day nothing has been done. When she called the water management company she was told that it is because they were in the red. Customer stated that the ACC approved service charge #2 that doubled her bill and now they want to triple her bill. Customer would like for the City of Nogales Water Company to buy or get Valle Verde Water Company's CC&N.

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

7/23/2009 Opinion noted and filed in docket no. W-01431A-09-0360. Closed

\*End of Comments\*

**Date Completed:** 7/24/2009**Opinion No.** 2009 - 80587